

Position Description

POSITION DETAILS	
Date of PD	January 2019
Position Title	Operations Coordinator - Wentworth Point Community Centre and Library
Position Grade	12
Directorate Business Unit	City Services SACS
Reports to	Venue Manager - Wentworth Point Community Centre and Library
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW

This position is responsible for the ensuring the effective day to day running of the Wentworth Point Community Centre and Library space reporting to the Venue Manager and in close liaison with the Branch Services Librarian; to work with internal stakeholders to develop an integrated program of activities and events across the facility and source the delivery of services and activities through partnerships either internal or external to Council ; and responsible for direct management of the venue assistant team and technical support staff

KEY RESPONSIBILITIES

- Ensure the effective day to day running of the community centre space in close liaison with the Venue Manager and the Branch Services Librarian
- Coordinate the operational use of the facility and ensure appropriate use of the facility by all users.
- Assist in monitoring the annual operational budgets.
- Carry out regular checks and ensure that everything is in good working order
- If there is a maintenance or cleaning issue, the Operations Coordinator will be responsible for submitting a maintenance or cleaning request in the Building Management System (BMS) in the first instance. The Venue Manager and the Branch Services Librarian will also be able to log requests
- Coordinate access for contractors for regular services and major repairs and ensure work is carried out to a high standard. Escort contractors on site as required – sign in and sign out
- Facilitate the delivery of successful customer events by providing service or supervision during the event and assisting in or coordinating the set-up / break-down of meeting rooms and function spaces according to customer requirements
- Manage storage space and equipment use within the building
- Have good working knowledge of heating and cooling systems and set extended air conditioning hours when required
- Receive deliveries
- Plan for and schedule associated services to facilitate events including the coordination of internal resources / external partners and suppliers.
- Responsible for ensuring user policies and procedures for the facility are complied with, including WHS procedures – liaising with community facility users and hirers before and after an event/activity
- Responsible for ensuring the completion of venue safety inductions
- Understand fire safety regulations, Health and Safety regulations, emergency procedures and the rules for evacuating a building
- Ensure all building procedures are maintained.
- Coordinate bookings for community centre space including the co-working space and maker space
- Manage booking/ ticketing management software and record customer bookings
- Provide bookings information to the Venue Manager and the Programming and Marketing Officer to help get the balance right between external bookings and programming and to help ensure a balanced program and service offering that is provided to the community.
- Responsible for direct management of the Venue Assistant team and technical support staff
- Manage staff rosters to ensure appropriate levels of cover.
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and

- volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
 - Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge	
Qualifications (Level)	<ul style="list-style-type: none"> • Cert IV or diploma in venue management/community facilities management qualifications or similar
Experience	<ul style="list-style-type: none"> • management in a multi-purpose community/cultural facility, including booking system • strong leadership experience, working with a multi-disciplinary team, including contractors • minimum 2 years in a supervisory role preferably in a large scale, fast paced venue with multiple outlets or similar. • demonstrated understanding of the operations of community facilities, preferably those which house lifelong learning, community access, health promotion and arts and cultural activities
Skills	<ul style="list-style-type: none"> • ability to manage a multi-disciplinary team • skills with rostering, high quality customer service and complaints management • high quality communications skills,

<p>Acknowledgement:</p> <p>I, acknowledge that I have read and understood the above position description and have been given a personal copy.</p> <p>Signatures:</p> <p>Employee's Signature Date:</p> <p>Manager's Signature..... Date:</p>
